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Advisory Council
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ONTARIO ADVISORY COUNCIL ON MULTICULTURALISM

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Experience '79 Student
July/August 1979



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INTRODUCTION

In the Spring of 1978 Ontario Advisory Councils - on Multiculturalism, Senior Citizens and the Status of Women - joined forces to look into the particular needs of immigrant women in Ontario. It is the Councils' intention to make recommendations to the Government of Ontario that will help women (both the newly arrived and those who have lived in Canada for many years) to function to the maximum of their abilities.

Who are the Councils?

The Ontario Advisory Council on Multiculturalism was established by the Government of Ontario in September 1973 and is hence a provincial body concerned with Ontario's diverse society. Its mandate is to advise the Government on the needs and aspirations of all communities across the province, including the Native Peoples and English- and French-speaking Ontarians. The Council is composed of men and women from a wide range of ethnocultural backgrounds, professions, interests, socio-economic levels and geographic locations across Ontario.

The Ontario Advisory Council on Senior Citizens advises the Ontario Government on policy matters pertaining to the well-being of the aged and aging. The ages of the members, in addition to their professions, interests and geographic differences, reveal the diversity of this Council.

The Ontario Status of Women Council represents diverse walks of life and professions as well as geographic locations. It operates with the intention of improving the quality of life for women in Canada by advising the Government of Ontario on policy matters related to the status of women.

N.B. These Councils have no funding power, nor are they involved in grant distribution.

Research Methods

During the course of investigation, the following steps were followed:

a) A total of 125 questionnaires were sent to family service agencies, women's centres, community information centres, social service centres, planned parenthood centres and government health units in 23 cities and towns in Ontario. Eighty-nine replies were received.

b) A questionnaire was published in "Especially for Seniors", a tabloid sent to senior citizens in Ontario who receive the Old Age Security pension. Of the 276 replies, 128 spoke English at home, while 148 spoke other languages. All replies were in English.

c) The Task Force contacted such government offices (on all three levels) as boards of education, public health services, employment offices, and Ministries of Labour, Community and Social Services and Culture and Recreation. Labour unions and library services were also contacted.

d) A questionnaire was sent to a number of ethnic press editors in the hope that it would be published in their journals in the language of the readers.

e) Organizations outside Toronto were requested to write about their special concerns, and representatives and leaders of ethnic women's organizations were invited to a meeting on March 28, 1979.

f) The Task Force studied several reports on the subject of immigrant women.

The following is a list of reports and briefs that were analyzed.

1. Immigrant Women in the Labour Force, by the Ontario Ministry of Labour, 1975
2. Overview of Domestic Workers in Ontario, by the Women's Bureau, Ontario Ministry of Labour, 1976
3. Portuguese Immigrants: A Needs Survey of the Hamilton Road Area - A Local Initiative Program, June 1977
4. Those People, a Report on the Accessibility of Health, Education and Social Services to the Immigrant Population of Metro Toronto, prepared by the Inter-Agency Council for Services to Immigrants and Migrants
5. Who Cares? A Report of the Project Child Care Arrangements in Metropolitan Toronto, by the Community Care Coalition and the Social Planning Council of Metropolitan Toronto, November 1977
6. Problems of Immigrant Women in the Canadian Labour Force, by Sheila McLeod Arnopoulos of the Canadian Advisory Council on the Status of Women
7. A Draft Brief Concerning Cutbacks to Training Allowances and Outreach Projects, by a special sub-committee of the Canadian Committee on Learning Opportunities for Women

8. Day Care Services in Metropolitan Toronto, by the Board of Trade of Metropolitan Toronto
9. The Immigrant Woman in Ontario, prepared by D. Laing, Ontario Status of Women Council
10. Brief on the Mental Health of Immigrant Women, submitted to the Committee on Mental Health Services by Dirjana Ristic and Professor Claude Vincent on behalf of the Multicultural Council of Windsor and Essex County
11. Need for Jewish Day Care, by the National Council of Jewish Women of Canada, Toronto Section
12. Should Volunteers be Reimbursed for Out-of-Pocket Expenses, by the National Council of Jewish Women of Canada
13. Towards Expanding Quality Child Care in Ontario - A Plan for Action, prepared by The Child Care Committee of the Ontario Status of Women Council
14. Multiculturalism, published by Guidance Centre, Faculty of Education, University of Toronto, in co-operation with the Multicultural Development Branch, Ministry of Culture and Recreation, Vol. II, No. 4, 1979.

Areas of Concern

Based on the results of the questionnaires, interviews and information contained in the reports, the following areas of concern were identified:

Employment ... exploitation in the work force,
lack of training, lack of knowledge regarding
rights

Human Services ... limited access to services,
services for senior women, recreational opportunities

Family Planning

Day Care

Family Counselling

Interpreter Needs ... legal and medical

Information ... in their own language regarding
government, community services and legal matters

Senior Citizens ... accommodation, accessibility
to homes with specific ethnic backgrounds.

The Councils are confident that the recommendations arising from the study will assist immigrant women in their struggle for a better quality of life in Ontario.

Purpose of this Handbook

In the summer of 1979 the Ontario Advisory Council on Multiculturalism undertook to prepare a handbook that would serve to aid people working with immigrant women. Its aim is to outline some of the potential resources available from government and the private sector for individuals and community groups, with the hope that they will identify and locate organizations and agencies that may assist them in some way. The usefulness of this information, of course, will not be restricted to those who are helping immigrant women. It is hoped that information centres, social service centres and volunteers acting in a variety of capacities will find these pages informative.

There is a barrage of resources available. Through our research, however, we discovered that people are often unaware of specific programs, services and printed matter. A sense of being overwhelmed can sometimes seize you. Questions arise: Where do I begin? Who offers what?

STARTING PLACES

Community Information Centres

Community Information Centres are local organizations staffed by paid and volunteer workers. They help people find solutions to social, legal, health, governmental and environmental problems by either providing information or by referring enquiries to the appropriate service available in the community.

If there is one in your region, it will be listed under "I" for "Information" in the yellow pages of the telephone directory.

The Ministry of Culture and Recreation's "Community Information Services Program" publishes a pamphlet about community information centres. For further information contact:

Community Information Services Program
Ministry of Culture and Recreation
77 Bloor Street West, 5th Floor
Toronto, Ontario M7A 2R9
(416-965-0862)

Publications: Most Community Information Centres publish a handbook of community services. As well, The Association of Community Information Centres in Ontario publishes a guide to all its members, entitled Profiles. It is a guide to the location, structure and basic services of all the information centres, thus helping to facilitate the sharing of information among various centres. Contents include operating hours, descriptions of publicity, funding, board composition, language, publications, etc. The price is \$3.00.

For further information contact:

Community Information Centre of Metropolitan Toronto
110 Adelaide Street East, Toronto, Ontario M5C 1K9
(416) 863-0505

Citizen's Inquiry Bureau - Ministry of Culture and Recreation

This is a central information and referral service for people having difficulty finding out about programs and services in the Ontario Government. This Branch will also try to aid communication between the inquirer, his or her M.P.P. and the appropriate Ministry of a difficult situation or problem which the inquirer has with a government service agency. The Branch is open from 8:30 a.m. to 5:00 p.m. Monday to Friday. There is no fee for this service.

Contact:

Citizen's Inquiry Bureau
Ministry of Culture and Recreation
6th Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-3535

Ontario 20

A project of the Ministry of Industry and Tourism, "Ontario 20" provides details of government-wide services available to all citizens of the province, free of charge. People are invited to write in their own language for information pertaining to any Ontario ministry or agency. The government guarantees the inquirer will receive the requested information as soon as possible in the same language in which the letter was written.

Write to: Ontario 20, Queen's Park, Toronto, Ontario

A. Printed Material

The following is a list of printed material serving to acquaint you with potential resources. Contact:

The Ontario Government Bookstore
880 Bay Street, Toronto, Ontario M7A 1N8
(416) 965-2054

Business hours: Tuesday, 9:00 a.m. to 5:00 p.m.
Monday, Wednesday to Friday
9:00 a.m. to 6:00 p.m.
Closed Saturday

Write and send money orders payable to:
Treasurer of Ontario

1. Government of Ontario Telephone Directory

This bi-annual publication as well as listing telephone numbers, addresses and contacts, give a brief description of the functions of each Ministry. It can be purchased for \$1.50 (plus tax).

2. KWIC Index to the Government of Ontario

This source, published by the Citizen's Inquiry Bureau, is a comprehensive reference to the programs of the Ontario Government. The Index is arranged under simple headings familiar to the public. It proves to be an excellent aid in day-to-day dealings with the government. The price is \$4.00 per copy (plus tax).

3. Municipal Directory

This publication is written by the Ministry of Intergovernmental Affairs. It is a source book of information relating to municipal government in Ontario. It is indexed into counties, districts, regional and district municipalities. The cost is \$2.00.

4. Directory, Northern Ontario

This publication is in three parts: Incorporated Communities, Unincorporated Communities, and Indian Reserves. The price is \$10.00 for the three parts together. The Directory must be bought as a set.

5. A Directory of Ontario Public Libraries

This booklet is a complete list of all public libraries in Ontario. Community libraries in municipally unorganized areas, deposit stations and museums are not included. The price is \$1.00 per copy.

6. Your Ontario Government

This publication outlines government organization and ministry responsibility. It is published in both French and English and is available free of charge. Also included is a map of government offices in the Queen's Park complex.

Contact: Communications Branch
Ministry of Community and Social Services
Hepburn Block, 7th Floor, Queen's Park
Toronto, Ontario M7A 1E9
(416) 965-7825

7. Newcomer's Guide to Services in Ontario

This is a primary source of information when dealing with the needs of newcomers. The Newcomer's Guide to Services in Ontario includes a description of such services of interest to newcomers as: How to Get Information and Assistance, Language and Citizenship Classes, Employment, Health, Information for Immigrant Women, the Law in Ontario, etc. The services described are provided by all three levels of government, Federal, Provincial and Municipal, as well as those programs offered by privately-operated agencies. This publication is available in twelve different languages - Portuguese, French, Italian, German, Polish, Serbo-Croatian, Finnish, Korean, Chinese, Spanish, Greek, English. Also included in this handbook is a list of Cross-Cultural Centres, Multicultural Centres, Women's Centres, etc. in Ontario. The price is \$1.25.

For further information contact:

Newcomer Services Branch
Ministry of Culture and Recreation
5th Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-2285

8. Resource List for a Multicultural Society

This publication was sponsored by the Ministry of Education and the Ministry of Culture and Recreation. It contains a list of multicultural resource materials available in English for the use of teachers and community groups. Details include title, author, publisher or producer, date, illustrations, total number of pages or duration of time, index, type of binding, price, etc. The price of this handbook is \$3.00.

9. Ethnocultural Directory of Ontario

This directory is published by the Multicultural Development Branch of the Ministry of Culture and Recreation. It serves to outline ethnocultural clubs, associations and organizations in Ontario, including French, English and Native peoples. The price is \$1.25 (plus tax).

For further information contact: Multicultural Development
Branch
Ministry of Culture and
Recreation
77 Bloor Street West
5th Floor
Toronto, Ontario M7A 2R9
(416) 965-5260

B. The following are available by contacting:

Publications Centre
880 Bay Street, 5th Floor
Toronto, Ontario M7A 1N8
(416) 965-6015

1. Ontario Government Publications: Monthly Check List

These monthly check lists include all new items available at press time. They will also list from time to time existing publications not previously catalogued. There is no fee.

2. Catalogue des publications en francais du gouvernement de l'Ontario

This is a trimestrial publication. There is no fee.

C. The Province of Ontario: Its Social Services

1. The Ontario Welfare Council in co-operation with the Ministry of Community and Social Services, publishes this helpful resource book to enable all citizens to familiarize themselves with welfare services in Ontario whether governmental or privately-operated. It is available in English only at \$7.50 per copy.

Contact: The Ontario Welfare Council
1240 Bay Street, Suite 404
Toronto, Ontario M5R 2A7
(416) 961-4771

D. Ethnic Newspapers

For a list of ethnic publications in your area, check the local yellow pages under "Newspapers" or contact:

The Ontario Ethnic Press Association
1115 Bay Street
Toronto, Ontario
(416) 923-7021 or

Canadian Scene
2 College Street
Suite 305
Toronto, Ontario
(416) 921-9424

The Ethnocultural Directory of Ontario
(see item 9, page 8) also includes ethnic
publications.

Multiculturalism

Multiculturalism is a quarterly magazine published by the Guidance Centre, University of Toronto, in co-operation with the Multicultural Development Branch, Ministry of Culture and Recreation. It serves to disseminate information about multicultural concerns and activities. The subscription rate is \$6.00 annually.

Orders should be sent to:

Guidance Centre
1000 Yonge Street
Toronto, Ontario M4W 2K8

Correspondence and articles should be sent to:

The Editor
Multiculturalism
Faculty of Education
University of Toronto
371 Bloor Street West
Toronto, Ontario M5S 2R7

Direct Services

Ontario Citizenship Division - Ministry of Culture and Recreation

This division is responsible for reception, orientation, settlement and language training for newcomers; assistance to multicultural groups and community organizations; community services for Native peoples; government translation services; and community information centres.

Reception - at all major ports of entry
- Toronto International Airport
- "Welcome kits" provided
- Assistance with immediate problems

Groups who are interested in setting up a reception service for newcomers in their area are invited to contact the local Ministry of Culture and Recreation's Field Consultant who will be able to connect them with the appropriate resource person in the Citizenship Branch. (See page 12)

Ontario Welcome House - Ministry of Culture and Recreation

Welcome House is a service provided by the Citizenship Division of the Ministry which serves to help immigrants settle into life in Canada. It provides information and referral counselling in twenty languages, helps people with complicated paperwork, application forms, resumes, offers recreational and cultural activities, English language classes, and has nursery services. At time of printing the address is 8 York Street, Toronto. A new address is being considered.

Multicultural Development Branch - Ministry of Culture and Recreation

This branch acts as a communication link among established governmental organizations, public institutions and ethnocultural communities. To foster an environment in which such interaction can develop, branch consultants work with government and institutions in such activities as:

1. Workshops, conferences and professional development seminars for teachers, health workers and other professionals who come in contact with ethnocultural groups in the course of their work to increase awareness of specific cultural concerns, problems and sensitivities.
2. Development of printed materials and audio-visual aids.
3. Development of special programs pertaining to the sharing of concerns in intercultural or race relations.

The consultants work directly with voluntary agencies in activities such as the following:

1. Projects promoting the involvement and participation of ethnocultural groups in intergroup and community-wide issues.
2. Leadership development in ethnocultural groups.

3. Programs, community conferences and other events promoting the sharing of ethnocultural heritages, values, perceptions and lifestyles.
4. Programs, community conferences and other events promoting inter-racial understanding and harmonious intergroup relations.

The following written material is available from the Multicultural Development Branch:

- reports on intercultural seminars
- directories of community groups
- directories of resources and grants available to community groups
- handbooks for discussion leaders, conference planners and community group organizers

For further information on publications, audio-visual materials and programs or for assistance in your organization's activities, contact the nearest field office of the Ministry of Culture and Recreation.

Multicultural Development Branch
5th Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-6621

Translation Bureau - Ministry of Culture and Recreation

The Translation Bureau is responsible for two main areas of operation. Firstly, it translates written material from or into any language for ministries and agencies of the Ontario Government on a fee-for-service basis. Secondly, it offers free translation services to newcomers from any language into English or French for such documents as educational diplomas and trade credentials, birth and marriage certificates and work records. This service is designed to assist newcomers in furthering their education or securing employment.

For further information contact:

Translation Bureau
Ministry of Culture and Recreation
Macdonald Block, Main Floor
Queen's Park
Toronto, Ontario
(416) 965-2891

Resource Centre - Ministry of Culture and Recreation

The Resource Centre of the Ministry of Culture and Recreation provides an information service to municipalities and community groups to support the Ministry's programs. The library lends books, pamphlets, plays for reading, films, video tapes and teaching slides for use by community agencies. Subjects include material on community development and information centres, informal education, human relations, art, crafts, theatre and plays, recreation and recreation

facilities, use of leisure time, retirement, therapeutic recreation, creative play leadership and facilities, immigration, immigrant integration, multiculturalism, race and inter-group relations, immigrant newcomer services, English as a second language, Native peoples, youth, librarianship, sports, fitness, architectural conservation and Canadian history.

Audio-visual, drama and library catalogues may be obtained from the Ministry's field services offices. Drama and library catalogues are also sent to all public libraries in the province.

Loan of materials is arranged through the field offices or through the Resource Centre.

Contact: Ministry of Culture and Recreation
Resource Centre
77 Bloor Street West, 9th Floor
Toronto, Ontario M7A 2R9
(416) 965-6763

Field Services - Ministry of Culture and Recreation

The field organization of the Ministry works with community groups and individuals throughout the province, aiding in the development of cultural and recreational activities for all citizens.

For further information contact your local field office or

Field Services
Ministry of Culture and Recreation
77 Bloor Street West, 6th Floor
Toronto, Ontario M7A 2R9
(416) 965-0617

District Offices - Ministry of Culture and Recreation

The following is a list of the 17 regional field offices of the Ministry:

Northwest Region

435 James Street South
Box 5000
Thunder Bay P7C 5G6
Phone 807-475-1255

479 Government Road
Box 3000
Dryden P8N 3B3
Phone 807-223-2271

Northeast Region

215 Oak Street East
North Bay P1B 1A2
Phone 705-474-3821

390 Bay Street, 3rd Floor
Sault Ste. Marie P6A 1X2
Phone 705-942-3751

1760 Regent Street South
Sudbury P3E 3Z8
Phone 705-522-1416

22 Wilcox Street, 3rd Floor
Timmins P4N 3K6
Phone 705-267-7117

Eastern Region

1 Nicholas Street, 11th Floor
Ottawa K1N 7B7
Phone 613-232-1116

210 Dundas Street East
Belleville K8N 5G8
Phone 613-968-3474
613-968-5377

1055 Princess Street
Suite 304
Kingston K7L 5T3
Phone 613-542-7349

Central East Region

700 Bay Street, 8th Floor
Toronto M7A 2R9
Phone 416-965-0283 or 416-965-3392

114 Worsley Street
Barrie L4M 1M1
Phone 705-737-3301

340 George Street North, 2nd Floor
Peterborough K9H 7E8
Phone 705-748-3711

Central West Region

1083 Barton Street East, 2nd Floor
Hamilton L8L 3E2
Phone 416-549-2471

55 Erb Street East
Waterloo N2J 4K8
Phone 519-886-3520

Southwest Region

495 Richmond Street, 5th Floor
London N6A 5A9
Phone 519-438-2947

427 Tenth Street
Hanover N4N 1P8
Phone 519-364-1626

250 Windsor Avenue, 6th Floor
Windsor N9A 6V9
Phone 519-256-4919

Ministry of Community and Social Services

The Ministry of Community and Social Services provides programs and services for children, adults, the handicapped, the mentally retarded, and those in financial need.

Communications Branch - Ministry of Community and Social Services

The chief responsibility of the Communications Branch is to supply information and assistance to the public regarding Ministry programs and services.

Contact: Communications Branch
 Ministry of Community and Social Services
 Hepburn Block, 7th Floor
 Queen's Park
 Toronto, Ontario
 (416) 965-7825

Management and Financial Services Branch - Ministry of Community and Social Services

This Branch provides assistance to municipalities, corporations, agencies and support to half-way houses. Resources which are provided include speakers, consultants, direct professional assistance and educational or informational material. These resources are available to those organizations who receive or are about to receive financial support from the Ministry.

Contact: Management and Financial Services Branch
 Ministry of Community and Social Services
 880 Bay Street, 6th Floor
 Toronto, Ontario M5S 1Z8
 (416) 965 2291

Legal Aid Program - Ministry of Community and Social Services

The purpose of the Legal Aid Program is to ensure that no person in Ontario who needs legal advice or the services of a solicitor is deprived of such assistance due to a lack of funds.

For further information about Legal Aid, contact:

Ministry of Community and Social Services
110 Eglinton Avenue West, 5th Floor
Toronto, Ontario M4R 2C9
(416) 965-6579

Library - Ministry of Community and Social Services

The Ministry operates a library resource centre which serves the general public on a reference basis. Its holdings range widely. Subjects include aging, child welfare, day care, gerontology, mental illness, public welfare, social groups, women, etc.

Contact: Library
Ministry of Community and Social Services
880 Bay Street, 6th Floor
Toronto, Ontario
(416) 965-2300

District Offices - Ministry of Community and Social Services

The following is a list of the 19 Regional Field offices of the Ministry:

Northern Ontario

104 Government Road
Box 429
Keewatin, Ontario P0X 1C0
(807) 547-2801

8 Hudson Bay Avenue
Box 398
Kirkland Lake, Ontario P2N 3J1
(705) 567-3391

222 McIntyre Street West
Suite 408
North Bay, Ontario P1B 2Y8
(705) 474-3540

123 March Street
Suite 304, Box 68
Sault Ste. Marie, Ontario P6A 5L2
(705) 256-5666

127 Cedar Street, 3rd Floor
Sudbury, Ontario P3E 4S6
(705) 674-3151 Ext.271

1200 Walsh Street West
Thunder Bay, Ontario
P7E 4X4
(807) 475-1515

Southern Ontario

Civic Square Tower, 5th Floor
70 Collier Street, Box 910
Barrie, Ontario L4M 4Y6
(705) 737-1311

14 Bridge Street West
Box 816
Belleville, Ontario K8N 5B5
(613) 962-9562

132 Second Street East
Box 1358
Cornwall, Ontario K6H 5V4
(613) 932-3381

100 Main Street East
39-40th Floor
Hamilton, Ontario L8N 3X8
(416) 526-9300

1055 Princess Street
Suite 103
Kingston, Ontario K7L 5T3
(613) 544-6206

322 Kent Street West
Box 7000
Lindsay, Ontario K9V 5E5
(705) 324-6128

495 Richmond Street
London, Ontario N6A 5A9
(519) 438-5111

110 Eglinton Avenue West
5th Floor
Toronto, Ontario M4R 2C9
(416) 965-8449

2197 East Riverside Drive
Room 201
Ottawa, Ontario K1H 7X3
(613) 737-5520

110 James Street, Box 176
St. Catharines, Ontario L2R 6S4
(416) 688-3022

75 King Street South, Suite 501
Waterloo, Ontario N2J 1P2
(519) 886-4700

Ontario Government Building
250 Windsor Avenue
Windsor, Ontario N9A 6V9
(519) 254-1651

20 Nelson Street West
Suite 201
Brampton, Ontario L6X 2M5
(416) 453-3181

EMPLOYMENT

Many immigrant women work at the bottom of the labour market pyramid. Because of fear of the possible consequences of association with unions in their country of origin, many immigrant women know very little about trade unionism and are hindered from learning about it in Canada by poor understanding of English. Because of fear of losing their jobs (in the case of landed immigrants and temporary workers) and the additional fear of deportation, they are very reluctant to lodge complaints about wages or working conditions. Aggravating their plight further is the fact that immigrant women are often ignorant of their rights as Ontario workers.

Canadian Federation of Civil Liberties and Human Rights Associations

The Federation provides assistance to groups concerned with civil liberties and human rights issues. These groups do not necessarily have to be registered as corporations or charitable organizations to receive the Federation's assistance. The Federation provides information and educational resources as well as consultation. Information pamphlets are available.

Contact: The Executive Director
 Canadian Federation of Civil Liberties
 and Human Rights Associations
 302-14 Metcalfe Street
 Ottawa, Ontario K1P 5L1
 (613) 235-8978

The Women's Bureau - Ministry of Labour

The Women's Bureau does not offer individual services, but rather is a resource for various agencies and organizations regarding labour. The community liaison section of the Women's Bureau is particularly concerned with low income, immigrant and Native women. The Bureau seeks to ensure that the women are aware of their rights under labour legislation, and, to this end, works in conjunction with and in a resource and advisory capacity to multicultural centres, immigrant aid agencies, ethnic organizations, etc. throughout Ontario. The program includes a series of province-wide workshops on the effective utilization of labour legislation, including equal pay, minimum wage, pregnancy leave, home and domestic work.

The Bureau also maintains a resource centre with materials on a wide range of topics pertaining to women and labour-related subjects. Films about women and work are available on loan to groups free of charge. Other materials such as books, articles, vertical files and a newspaper clippings file can be used daily within the resource centre.

Publications regarding information on labour legislation and other pertinent material for women are available in several languages such as English, French, Greek, Spanish, Portuguese, Italian, Chinese and Cree. Requisition order forms are available upon request. A quarterly newsletter contains occupational and legal news of interest to women.

Contact your local Ministry of Labour field office, or:

Women's Bureau
Ministry of Labour
400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-1537

Employment Standards Branch - Ministry of Labour

The Employment Standards Branch administers and enforces the Employment Standards Act, the Industrial Standards Act and the Employment Agencies Act. This branch of the Ministry of Labour endeavours to ensure that workers are guaranteed minimum employment standards.

The Employment Standards Act covers termination of employment, hours of work, overtime pay, minimum wages, equal pay for equal work, pregnancy leave, vacation with pay, wage protection administration and enforcement.

Officers of the Employment Standards Branch carry out routine audits of employers' records as well as the investigation of complaints to ensure compliance with the provisions of the Act in those business establishments that come under the jurisdiction of the Government of Ontario.*

The Employment Standards Branch publishes information pertaining to the Employment Standards Act which is presently available in Greek, Portuguese, Italian, French and English.

Lodging a Complaint: Procedure

1. First telephone your regional office of the Ministry of Labour to find out whether the complaint is legitimate.
2. The complainant should bring with him/her or include in his/her letter the following information:
 - a. The name, address and telephone number of the employer.
 - b. The name, address and telephone number of the complainant.
 - c. Copies of wage statements if they are available.

People wishing to remain anonymous may do so.

During 1977-1978 the Branch conducted about 14,200 investigations under the Employment Standards Act. Collections were made on behalf of 18,000 employees for a total of \$2,600,000.00.** Remember things can change!

Contact the Employment Standards Branch for further information:

Employment Standards Branch
Ministry of Labour
400 University Avenue, 6th Floor
Toronto, Ontario M7A 1V2
(416) 965-5251

People outside metropolitan areas may write for the same information, in any language they choose, to:
Ontario 20, Queen's Park, Toronto, Ontario.

*This Act does not apply to those employees working in industries such as chartered banks, post offices, railways, airlines, grain elevators, communications and transport companies that are under the Federal jurisdiction covered by the Canada Labour Standards Code.

**Annual Report 1977-1978 Ministry of Labour.

Federal Jurisdiction

Complaints of discrimination based on race, colour, religion or national origin, relating to a business under Federal jurisdiction should be directed to:

Canadian Human Rights Commission
257 Slater Street, 4th Floor
Ottawa, Ontario K1A 1E1
(613) 995-1151

Ontario Human Rights Commission - Ministry of Labour

The Commission administers and enforces the Ontario Human Rights Code, which prohibits discrimination in employment, housing and public services and facilities because of race, creed, colour, nationality, ancestry, place of origin, age (40-65), sex and marital status. The Commission's program includes investigation and conciliation of complaints and enforcement, mediation of social and ethnic frictions and consultations with employers, unions, etc. The Commission works with a view to reducing community tensions arising from racial and ethnic adjustments, to educating the public regarding provisions and principles of the Code, and to researching patterns of discrimination.

Copies of the Human Rights Code and information related to the administration of the Code are available. Some literature is presently available in English, French and Italian. Requisition order forms may be obtained upon request.

To file a complaint or request further information regarding human rights legislation, contact your regional field office of the Ministry of Labour, or

The Ontario Human Rights Commission
400 University Avenue, 12th Floor
Toronto, Ontario M7A 1T7
(416) 965-6841

Research Library - Ministry of Labour

Provision of information on the work force, labour institutions, employment and working conditions is a major responsibility of the Ontario Ministry of Labour. In fulfilling this role, the Ministry relies heavily on its research library, an up-to-date information centre for both the Ministry staff and the public.

Collection: The library contains over 50,000 books, periodicals, research studies and news releases, making it one of the largest labour collections in Canada.

The library staff is available for assistance in answering questions over the telephone as well as in providing service in the library. The library is open to the public during working hours Monday to Friday. All material may be used in the reading areas of the library. Most books may be borrowed for up to two weeks.

As well, the library publishes monthly acquisition lists in the areas of labour relations, employment services and safety. These lists include articles from current periodicals and recently published books.

If you are interested in receiving a copy of one or all of these lists, contact your regional field office of the Ministry of Labour, or

Research Library
400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-1641, 965-1642

Field Offices - Ministry of Labour

The following is a list of the thirteen regional field offices of the Ministry:

- | | |
|---|---|
| <u>Toronto</u>
1. 400 University Avenue
M7A 1V2
Telephone (416) 965-5251 | 2. 47 Sheppard Avenue West
2nd Floor
Willowdale, Ontario
M2N 1L9
Telephone (416) 224-2286 |
| <u>Hamilton</u>
1 West Avenue South
L8N 2R9
Telephone (416) 527-4501 | |
| <u>Kenora</u>
808 Robertson Street
P9N 1X9
Telephone (807) 468-3128 | |
| <u>Kingston</u>
1055 Princess Street
K7L 1H3
Telephone (613) 542-2853 | |
| <u>Kitchener</u>
824 King Street West
N2G 1G1
Telephone (519) 744-5211 | |
| <u>London</u>
560 Wellington Street
N6A 3R4
Telephone (519) 438-7291 | |

Ottawa
2197 Riverside Drive
K1H 7X3
Telephone (613) 731-7200

Sault Ste Marie
125 Brock Street
P6A 3B6
Telephone (705) 949-3331

Sudbury
1538 LaSalle Boulevard
P3A 1Z7
Telephone (705) 566-3071

Thunder Bay
435 James Street South
P7E 6E3
Telephone (807) 475-1691

Timmins
Timcor Building
273 Third Avenue, 4th Floor
P4N 1E2
Telephone (705) 267-6231

Windsor
500 Ouellette Avenue
N9A 1B3
Telephone (519) 256-8278

The Ontario Federation of Labour

The Federation is the central organization for the trade union movement in Ontario. It is chartered by the Canadian Labour Congress. Its jurisdiction covers all matters of provincial concern including labour legislation, workmen's compensation and other welfare measures, human rights, minimum wages, hours of work and safety.

A biennial booklet entitled The Steward Legislative Handbook summarizing most of the legislation of Ontario that is of concern to workers is available in English at a 75¢ fee.

Contact your regional Labour Council, or

The Ontario Federation of Labour
15 Gervais Drive
Don Mills, Ontario
(416) 441-2731

SENIOR CITIZENS

Older immigrant people have their own particular problems arising from the fact that they have often limited command of English, are anxious to retain familiar customs and cultural habits and may have very limited financial resources. As long as they are within a family that retains customs of loyalty to elders, life in Canada may present few problems. If, however, they are left to their own resources for some reason, they may have a very difficult time.

Many services are available, but the older woman may not know where to turn for help. Often, she is not aware of the possibilities of financial assistance and is incapable of taking steps necessary to make application.

Senior Citizens' Centres Association of Ontario (SCCAO)

The purpose of this organization is to increase the knowledge, competence, skills and status of those individuals or groups working as personnel in senior citizens' centres in Ontario. The Association also promotes all positive matters relating to senior citizens. Any organization that has something to offer senior citizens in their community may receive assistance from the SCCAO in the form of information, educational materials, speakers, professional assistance and consultation.

Contact: Barbara Chapman
 The President, SCCAO
 c/o Second Mile Club
 110 Edward Street
 Toronto M5G 2A5
 (416) 597-0841

The United Senior Citizens of Ontario

This is an umbrella organization of older people's clubs. Its purpose is to promote the welfare and best interests of older people in Ontario. Membership is open to all senior citizens' clubs as well as to individuals through the USCO Star Member program. The Voice is a newsletter published monthly. The subscription rate is \$2.50 yearly.

Contact: The United Senior Citizens of Ontario
 3505 Lakeshore Boulevard West
 Toronto, Ontario M8W 1N5
 (416) 252-2021

The National Pensioners and Senior Citizens Federation

This is an organization composed of national and provincial organizations, senior citizen area councils and clubs, as well as members on a direct individual basis. Its purpose is to study the economic and social problems, and the needs of older people, and endeavour to obtain legislation to improve the standard of living of the aged in Canada.

Contact: The Manager
The National Pensioners and
Senior Citizens Federation
3505 Lakeshore Boulevard West
Toronto, Ontario M8W 1N5
(416) 251-7042

Senior Citizens' Branch - Ministry of Community and Social Services

Helping the elderly to be self-sufficient and to continue to participate in community life are the primary purposes of the services and programs of this branch. Such services include Homes for the Aged, Senior Citizens' Day Care Centres, private home care facilities, vacation care, meals-on-wheels, transportation, residents council participation, community outreach programs, pre-retirement education, senior volunteer services and Ontario Senior Citizens' Week activities.

This branch publishes various publications. It also provides senior citizens consultants in field offices across the province.

Contact: Senior Citizens' Branch-Office on Aging
Ministry of Community and Social Services
Hepburn Block, 4th Floor
Queen's Park
Toronto, Ontario M7A 1G7
(416) 965-5103

Senior Volunteers in Service - Ministry of Community and Social Services

The Senior Citizens' Branch and Office on Aging of the Ministry operates a program entitled Senior Volunteers in Service. The Senior Volunteer is a retired Ontario senior citizen (at least 65 years old) of either sex who enjoys reasonably good health, is mobile, knows about his/her community and is willing to make an initial one-year commitment to the service of other seniors in the community, (e.g. friendly visiting, meals on wheels, transportation, etc.).

For further information contact:

Senior Citizens' Branch and Office
on Aging
Hepburn Block, 4th Floor, Queen's Park
Toronto, Ontario M7A 1G7
(416) 965-5103 or 965-7695

Elsewhere in Ontario contact the senior consultant in the regional field office of the Ministry of Community and Social Services.

Other Senior Volunteer Programs:

Senior Volunteers in Public Services (VIP's)

In Metropolitan Toronto, the Senior VIP Services, a program of the Volunteer Centre of Metropolitan Toronto, assists in bringing together individuals and organizations who need help and Metro seniors who would like to help. Senior VIP's contribute their time, talents and experience as tutors, answer telephones, visit hospitals, nursing homes, schools, etc. Metro residents who are retired and over the age of 55 are invited to come in for an interview.

Contact: Volunteer Centre of Metropolitan Toronto
Senior Volunteers in Public Service
344 Bloor Street West
Toronto, Ontario M5S 1W9
(416) 923-4477

Call in Etobicoke: 231-6521
in North York: 481-6194
in Scarborough: 264-2308

Inquire for similar programs at your local volunteer bureau or look in the telephone directory under Government/Municipal Parks and Recreation/Senior Citizens.

Canadian Pensioners Concerned Incorporated

Canadian Pensioners Concerned Incorporated, Ontario Division, is a non-profit, non-political organization which seeks to improve the quality of life for older people through education, research and influencing government and corporations on behalf of seniors in Ontario. It publishes a quarterly magazine entitled Pensioners Concerned News Magazine featuring outstanding articles and information of value to seniors.

Contact: Canadian Pensioners Concerned Incorporated
Ontario Division
51 Bond Street
Toronto, Ontario M5B 1X1
(416) 368-5222

Ministry of Health

The Ministry of Health produces pamphlets, films, and guides on general health care. A few are of special interest to senior citizens. Topics range from Aging, Nursing Home Care, Drug Benefits for Seniors, OHIP, etc.

For information contact:

Ministry of Health
Health Resources Centres
Hepburn Block, 9th Floor
Queen's Park
Toronto, Ontario M7A 1S2
(416) 965-3101

For further information regarding senior citizens -
general information, programs, centres, clubs etc.-
look in the telephone directory under Government/
Municipal/Parks and Recreation/Senior Citizens, or
inquire at churches, synagogues, community halls, etc.

DAY CARE

Nearly half of all immigrant wives hold a paying job as well as looking after a family.* Many have young children and therefore the provision of day care services is an extremely important issue to these women. Only if suitable child care can be found, at a reasonable price, is it possible for the mother to work and make the vital contribution to establishing the family in its new environment.

Types of Day Care

1. Commercially-run
2. Non-profit
3. Municipal
4. Co-operatively-run
5. Nursery schools (half-day)

Day Nurseries Branch - Ministry of Community and Social Services

The Day Nurseries Branch licenses and supervises all group programs under The Day Nurseries Act for normal children up to ten years of age and for mentally handicapped children from two to eighteen years. The Branch responds to interest in communities to study and meet local needs for day care. It helps develop related community services for the improvement of child care and review standards to ensure that adequate levels of service are provided in the most economical way.

Nursery schools and day care centres in Ontario are licensed and grants and subsidies are available to municipalities, Indian Bands and approved associations for handicapped children and approved charitable corporations (co-operatives and non-profit agencies). As well, free educational leaflets on nurseries and day care, films and video tapes and professional assistance through consultation (for example: starting a nursery, staff training) are available.

* Sheila McLeod Arnopoulos Report

Contact: Day Nurseries Branch
Ministry of Community and Social Services
Hepburn Block, 7th Floor
Queen's Park
Toronto, Ontario M7A 1E9
(416) 965-5092

Further Tips in Looking for Day Care

1. Check the yellow pages as well as the regular listing under Government/Municipal/Social Services Department/Day Nursery Programs or Day Care.
2. Telephone the Community Colleges in your area to inquire where they send their early childhood education students for practical training.
3. Ask your local Social Planning Council.
4. Ask your Community Information Centre.

HOUSING

Ontario Housing Corporation - Ministry of Housing

The Corporation meets one of the Ministry's responsibilities which is to provide and support rent-geared-to-income housing for families and senior citizens of low and moderate income. Tenants pay rent-geared-to-income and OHC pays subsidies to landlords.

Applicants in Toronto should contact:

Housing Registry
101 Bloor Street West, Main Floor
Toronto, Ontario
(416) 965-9882

Elsewhere, contact the regional branch office of the Ontario Housing Corporation.

The following is a list of branch offices of the Ontario Housing Corporation:

Sudbury
907 Lorne Street
P3C 4R6
(705) 675-8351

Toronto
47 Sheppard Avenue East
M2N 2Z8
(416) 226-9150

Thunder Bay
435 James Street South
P7E 2V6
(807) 475-1465

Toronto
101 Bloor Street West
Main Floor
M5S 1P7
(416) 965-9882

Ottawa
1150 Morrison Drive
2nd Floor
X2H 8S9
(613) 820-8305

London

80 Dundas Street West
N6H 1B4
(519) 679-7110

Hamilton

55 Hess Street
(Penthouse)
L8P 4R8
(416) 527-9216

To help ensure that language difficulties do not unduly hinder newcomers seeking housing accommodation, the Ministry of Housing often calls on its own staff and on other ministries for interpretation services. This also applies for people in Ontario Housing Corporation rental units who may require family counselling, credit or other assistance.

For general information about the Ministry of Housing contact:

Ministry of Housing
Communications Branch
56 Wellesley Street West, 2nd Floor
Toronto, Ontario M7A 2K4
(416) 965-9780

Special Accommodation

Providing funds for building and operating long-term residential institutions to accommodate the elderly and disabled is a responsibility of the Ministry of Community and Social Services. Some of these residences, initiated by the community, serve particular ethnic, religious or cultural groups, because it has been found that most people are happier when they are among others whose origins, backgrounds and attitudes they share in some way. These homes may be Chinese, Japanese, Ukrainian, Lutheran or Mennonite; they may emphasize a particular service group such as the Canadian Legion or the Salvation Army. Some children's residential homes and day care centres are oriented along religious, cultural or ethnic lines as well.

Contact: Ministry of Community and Social Services
Communications Branch
Hepburn Block, 7th Floor
Queen's Park
Toronto, Ontario
(416) 965-7252

or your regional field office of the Ministry of Community and Social Services. (See page 15)

FEDERAL GOVERNMENT

Because the Canadian Federal Government administers and enforces the Immigration Act and Regulations, it was seen as vital to include in this booklet a section pertaining to government services on the federal level. It is hoped that the following information will prove helpful.

Federal Government Telephone Directories

- | | |
|----------------------------|--------------|
| a. National Capital Region | Price \$5.60 |
| b. Toronto Region | Price \$3.00 |

Both these books are available from:

Renouf Publishing Company (Ontario) Limited
211 Yonge Street
Toronto, Ontario M5B 1N3
(416) 363-3171 and

Renouf Incorporated
61 Spark Street
Ottawa, Ontario K1P 5A5
(613) 238-8985

Other Canadian publications, parliamentary papers, maps, charts, globes, atlases are also available from these two locations.

Government of Canada: Federal Publications

Supply and Services Canada publishes a catalogue entitled Selected Titles which outlines the publications available from the Federal Government. There is no charge.

Mail orders to:

Supply and Services Canada
Canadian Government Publishing Centre
Hull, Quebec K1A 0S9

or Renouf Publishing Company (Ontario) Limited. (See above)

Kaleidoscope

Kaleidoscope is a monthly magazine published by Public Affairs, Employment and Immigration Canada. It is distributed to ethnic news media and organizations interested in immigration and ethnic affairs. The contents include: focus on immigration, books, films, immigrant stories, what's going on, ethnocultural groups, ethnic media review, etc.

Kaleidoscope is available at no cost by writing to:

Kaleidoscope Canada
P.O. Box 826, Station B
Ottawa, Ontario K1P 5P9

Department of the Secretary of State

The Citizenship Branch administers and funds a variety of programs for immigrants and ethnic groups. A multilingual staff is available for consultation. Language teaching aids are available.

Ethnic Group Liaison makes available professional resources at the national and local levels to assist ethnocultural groups.

Immigrant Integration Program assists various groups in helping immigrants to participate fully in Canadian Society.

Contact the Department of Secretary of State at the following addresses:

Toronto

60 St. Clair Avenue East
Suite 602
M4T 1N5
966-6554

London

451 Talbot Street
Main Floor
N6A 5C9
679-4335

Ottawa

207 Queen Street, Room 312
K1A 0M5
996-5977

Sudbury

19 Lisgar Street, Room 320
P3E 3L7
673-1121

Hamilton

150 Main Street West, Suite 504
L8P 1M8
523-2355

Thunder Bay

33 South Court St., Suite 207
P7B 2W6
345-2316

MUNICIPAL GOVERNMENT SERVICES

Certain matters pertaining to health, housing, welfare, education, etc. are under municipal jurisdiction. Why not discover the services available for you through your local municipal government.

As an example: The City of Toronto, through the Department of the City Clerk, provides accurate information on municipal functions, services and events as well as providing a referral service. In case of language difficulties, the city also operates a language bureau which can provide information in languages other than English and French.

Publications

A Municipal Handbook is compiled under the direction of the Corporation of the City of Toronto to furnish Torontonians and others with information relative to the administration of the city.

The Council of the Corporation of the City of Toronto also publishes Municipal Directory of Services.

Both these booklets are available upon request at no cost by contacting:

The City of Toronto
Department of the City Clerk
Public Information Section
City Hall
Toronto, Ontario M5H 2N2
(416) 367-7341

NON-GOVERNMENTAL SERVICES

You are also urged to make thorough use of non-governmental groups, associations, organizations and boards which serve to meet the needs of the community.

Volunteer Bureaux and Centres - a source of manpower

Volunteers provide strength and enrichment to all non-profit health, welfare, educational, cultural and recreational as well as government organizations.

Volunteer bureaux and centres assist in recruiting, interviewing, training and referring individuals who wish to participate in community service. The volunteer bureaux and centres are listed in local directories in thirty-one locations.

For information on how your volunteer bureau can help you, contact your local volunteer centre and bureau (under "Volunteer" in your telephone directory) or contact:

Ministry of Culture and Recreation
Citizenship Division - Leadership Services
Queen's Park
Toronto, Ontario
(416) 965-7505

Cross-Cultural Communications Centre (CCCC)

The Centre is a useful resource organization for groups with an educational orientation. Their resources are available to groups and individuals. They also help with the

development of educational programs. The Centre will handle requests from outside Toronto, although there is a special emphasis on the Toronto area.

The Centre provides the following:

1. Collection and production of audio-visual and printed material about different immigrant groups in Toronto.
2. A special focus on the Third World.
3. Adult education courses.
4. Referral to other information services.
5. Services to schools - professional activity days and workshops, mobiles and classroom presentations, etc.

Contact: Co-ordinator
Cross-Cultural Communications Centre
1991 Dufferin Street
Toronto, Ontario M6E 3P9
(416) 653-2223

The Canadian Council on Social Development

This is a national, non-profit organization whose membership is open to any organization or individual interested in securing comprehensive well-administered social services of the best possible quality for people of Canada. The Council serves as a vehicle for co-operative planning and social action; provides information to the public on social welfare programs; carries out research; and convenes conferences and seminars in the field of social welfare.

Contact: The Canadian Council on Social Development
55 Parkdale Avenue
Box 3305, Station C
Ottawa, Ontario K1Y 4G1
(613) 728-1865

CONCLUSION

It is to be remembered that this resource list is by no means definitive. The list is endless. Local libraries, schools, community colleges and universities, the YM/YWCA, local community centres, churches, synagogues, information centres, your Member of Provincial Parliament, community groups in your area, and social planning councils are all capable of providing resources.

Although we have included certain examples of printed material, information becomes outdated and titles of brochures, pamphlets, leaflets and directories are apt to change. It is hoped that you will call or write and request any literature that the service may make available pertaining to your area of concern.

